

Navigation Helps OGE Energy Power Cost-Control, Member Satisfaction

As a regulated utility, OGE Energy Corp. (parent of Oklahoma Gas and Electric Company) must strictly adhere to budgets. Spiking claims costs caused the benefits team concern. Nearly a quarter of members had unmanaged chronic conditions, in part because employees live in two of the country's least-populated states, making provider access a challenge. The benefits team needed to manage costs while ensuring quality member experiences.

Quantum Health served as an extension of the benefits team, empathetically guiding members through their healthcare experiences and recommending telehealth to address provider access concerns. OGE Energy also adopted an incentive management program delivered and managed by Quantum Health, empowering members to start earning rewards for taking control of their health.



A TRUSTED MEMBER ADVOCATE

Our Care Coordinators simplify members' benefits experiences, expertly answering questions and guiding them to highest-quality, lowest-cost providers. This includes educating members on the utility's incentive management program, which rewards plan participants for seeking preventive care in an effort to help avoid costly health issues later.



REMOVING BARRIERS TO CARE

A significant portion of OGE's workforce travels frequently for line work, making reliable in-person care challenging. With provider access a primary issue for plan members, our team consistently guides them to telehealth where appropriate. This strategy also helps those facing behavioral health access barriers.



BALANCING COST AND QUALITY OF CARE

By connecting members with benefits education and cost-effective, in-network care, the utility is seeing engagement rates of 86% for members with chronic conditions, reducing the risk of high-claims cases. Our Care Coordinators also guide increased designation and utilization of primary care providers (PCPs), supporting more consistent preventive care among all members.



OGE's HR team values Quantum Health's expert benefits guidance and care coordination so highly, they're promoting an enhanced benefits experience as a talent recruitment and retention tool. Meanwhile, our solution is delivering improved cost control and health outcomes, in part through more consistent preventive care, increased use of telehealth, and intensive clinical engagement among members living with chronic conditions.

1

EFFECTIVE ENGAGEMENT

98% in-network utilization – thanks to Care Coordinators' member guidance – contributing to lower claims cost trend.

2

TELEHEALTH UTILIZATION

78% of members have a designated PCP, exceeding Quantum Health's book-of-business average.

3

COST-TREND IMPACT

-20% claims cost trend for the most recent plan year, compared with an industry average of 22%.

"Quantum Health provides access to experts that can walk you through the process of whatever the diagnosis is. Whether it's a mental health or physical diagnosis, being able to have that help and assistance is critically important."

– Gena Perry, Director, Total Rewards

DEMOGRAPHICS

- 7,200 members
- Average age: 36
- Gender: 51% male

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